

Results Evaluation Chart (for use with expected results reported on Form B)
- Use to Assess the Scope, Effort and Skill Needed to Accomplish the Result –

Type of Result	Points		
	300	400	500
Maintenance/ enhancement of current operations	<p>Made necessary improvements in the current program in order to meet quantity and quality expectations despite increase in workload or target group, new requirements, etc. And/or</p> <p>Maintained current functioning of the essential aspects of current program at a satisfactory level despite some obstacles such as reduced resources (e.g., frozen positions) or a modest increase in workload (e.g., 5-10%) or other disruptions such as reorganization.</p>	<p>Substantially improved operations of the current program, as measured by two or more indicators of program success And/or</p> <p>Maintained current functioning of the program with no reduction in significant indicators of success (e.g., the same degree of customer satisfaction, timeliness, accuracy, etc.) despite the major obstacles such as need to substantially overhaul methods (e.g., automate a significant process) or substantially reduced resources</p>	<p>Completed revision of a significant, complex, current program by capitalizing on new technology, meeting needs in different/improved ways; substantial improvement in cost/benefits ratio; or comparable fundamental changes, etc.</p>
Development/ installation of new program and/or completion of special project	<p>Planned, developed and implemented several new activities in order to meet client or agency needs</p>	<p>Planned, developed and implemented a significant new service or activity in order to meet client or agency needs</p>	<p>Planned, developed and implemented an extensive, new service or operation in order to meet client or agency needs</p>
Significant Characteristics	<ul style="list-style-type: none"> • Modest amount of planning • Some skill and effort in design and implementation • Informational activities for internal/external customers and affected individuals 	<ul style="list-style-type: none"> • A change in view • Significant planning • Significant skill and effort in design and implementation, and • Leadership within the organization or education of external customers 	<ul style="list-style-type: none"> • A new vision • Substantial planning • Substantial skill and effort in design and implementation • Overcoming significant barriers, inter-agency or inter-divisional coordination, and/or addressing significant new external requirements through <ul style="list-style-type: none"> a) Substantial leadership within the organization and/or b) marketing to and education of external customers.

Note:

Maintenance/Enhancement or New Programs/Projects that do not reflect at least the characteristics of a 300 point Result, as described above, may be assigned but should not be reported on Form B or credited in the EMCP Performance Evaluation System.